



Utility Billing Manager

Job Code: 2028

Originated: 1/9/06

Salary Grade: 2153

FLSA: Exempt

Revised:

EEO Code: 21

Supervisory: Yes

HR Ordinance Status: Unclassified

CLASS SUMMARY

The fundamental reason this classification exists is to manage and administer the day-to-day activities of the Utility Billing section including; utility turn-ons and turn-offs, and billing for utility service.

DISTINGUISHING CHARACTERISTICS

This is a stand-alone management classification performing responsibilities under general direction from the Customer Service/Tax Audit Director. This classification is supervisory.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Plan, assign, supervise and review work completed by utility billing team members to ensure quality, accuracy and compliance with established policies, procedures, administrative regulations, statutes, ordinances and law.
- Interpret and apply City ordinances and other regulations relating to the administration of the utility billing function.
- Prepare and administer the section's budget and monitor expenditures accordingly.
- Tactfully responds to, investigates, and resolves customer complaints.
- Comprehends related City ordinances and interprets them in response to public inquiry.
- Prepares correspondence regarding City services. Prepares, reviews and monitors various reports, prepares documentation of policies and procedures and statistical and management reports.
- Participates in revisions or implementation of computerized systems.
- Coordinates interrelated activities with other City programs.
- Prepare formal written performance evaluations in an honest and impartial manner. Communicate job expectations, evaluate performance against expectations on a consistent basis, providing continual coaching and guidance, and counseling as needed.
- Communicate section goals to staff and work diligently and creatively with the staff to accomplish section goals.

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- Participate in the selection of new staff members and ensure continuous training and development of new and existing team members.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Policy, procedures, city codes, and ordinances pertaining to Utility Billing.

Principles and practices used to train, supervise, and evaluate staff.

Electronic data processing reporting systems, accounting and budget practices commonly used in governmental agencies.

Computerized billing systems.

Ability to:

Interpret and apply ordinances, codes and City policies regarding utility billing functions.

Comprehend and interpret related City ordinances for the public.

Manage a substantial customer service operation.

Perform a broad range of supervisory responsibilities.

Operate a computer terminal, a variety of software, and other equipment essential to performing daily activities.

Prepare accurate concise analytical reports.

Communicate effectively both orally and in writing with all levels of City staff and the general public.

Establish and maintain effective working relationships with all levels of City staff and citizens.

Manage and lead clerical personnel.

Education and Experience

Any combination of training, education and experience equivalent to an associates degree with coursework in accounting, business or related field, three years responsible customer service experience involving public services such as utilities and two years supervisory experience.

Licensing and Other Requirements

None. May require an Arizona State Driver's license or evidence of equivalent mobility.

SUPERVISION RECEIVED AND EXERCISED

Directly supervises employees and carries out supervisory responsibilities in accordance with the organizations policies and applicable laws.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the

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essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a normal city office environment.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.